



Polycom[®] RealPresence[®] Resource Manager System

Polycom is pleased to announce the release of the Polycom RealPresence Resource Manager system. These release notes describe this release.

Contents

- [What's New in this Release](#)
- [Software Version History](#)
- [About the RealPresence Resource Manager System](#)
- [System Parameters](#)
- [Localization Information](#)
- [Installation and Upgrade Information](#)
- [Web Interface System Requirements](#)
- [Products Tested With This Release](#)
- [Resolved Issues](#)
- [Known Issues](#)
- [Where to Get the Latest Product Information](#)

What's New in this Release

The RealPresence Resource Manager system offers the following new features.

- [Deploying RealPresence Resource Manager, Virtual Edition with RealPresence Platform Director](#)
- [Geographic Redundancy and Other Redundancy Enhancements](#)
- [Endpoint Management Enhancements](#)
- [Simplified Integration with the Polycom RealPresence DMA System](#)
- [User Management Enhancements](#)
- [Other Enhancements](#)

Deploying RealPresence Resource Manager, Virtual Edition with RealPresence Platform Director

Polycom RealPresence Platform products such as RealPresence Resource Manager now require the RealPresence Platform Director system to deploy the software and manage licensing. The RealPresence Platform Director system provides the flexibility to deploy, license and monitor the RealPresence Platform, Virtual Edition products using general purpose hardware in an organization's data center or in the cloud.

The RealPresence Platform Director system is available at no charge on Polycom's support website.

Geographic Redundancy and Other Redundancy Enhancements

The following enhancements were made to how the RealPresence Resource system handles redundancy.

- The RealPresence Resource Manager system now supports redundancy between two geographically distant sites.
- Easier setup. You can configure redundancy from primary server. No need to log on to the secondary server to complete the configuration.
- Default redundant interface IP address changed from 192.168.*.* to 169.254.*.*. This IP is also configurable.
- Messages between the two redundant servers are now sent in Unicast instead of Multicast.

Endpoint Management Enhancements

This version of the RealPresence Resource Manager system includes several user interface enhancements that were designed to improve how administrators accomplish tasks in the RealPresence Resource Manager system.

- You can customize the Endpoint Monitor view. You can customize the columns that display in the Endpoint Monitor view. You can select which columns to display or choose to display licensed endpoints only.
- When provisioning the RealPresence Group Series, you can provision the Security Classification.

- For both the Polycom HDX Series and the RealPresence Group Series, you can optionally provision the language for the endpoint interface. If you don't dynamically provision this setting, the user can modify the language settings.
- You can now filter on provisioning rules with the following filters: All, Device Type, Name, Site, User Group, or Status.
- You can now use IN operators in provisioning rules.

Simplified Integration with the Polycom RealPresence DMA System

When integrating with a RealPresence DMA system that is superclustered, you no longer have to indicate which cluster to integrate to. If the RealPresence DMA system fails over, the RealPresence Resource Manager system detects the active cluster automatically for the managed endpoints. Also, if you make any changes to the RealPresence DMA system's supercluster configuration, the RealPresence Resource Manager system detects changes without needing to re-integrate with the RealPresence DMA system.

User Management Enhancements

The following enhancements were made in user management.

- In the User Management screen, you can select multiple users to delete, disable or enable.
- Users can now search for non-dynamically managed endpoints from the endpoint's directory.
- Users with Device Administrator permissions can now access (the Manage action) a Polycom Touch Control from the RealPresence Resource Manager interface.

Other Enhancements

This version includes various usability enhancements.

- You can now use a new user role permission when creating custom roles. The Conference Operator (restricted) permission allows the user to only manage conferences that the user created. This new permission is not associated with any default role and must be explicitly added to the Basic Scheduler or Advanced Scheduler role in order to be used.
- You can now choose to create certificate signing requests without SAN.
- System log settings are easily viewable for both local server settings and syslog server settings.
- SNMP settings have an enhanced workflow that is consistent with other RealPresence Platform products.
- The documentation for the RealPresence Resource Manager system API is now available on the system server at the following URL:
https://<SERVER_ADDRESS>:8443/api/rest/documentation/

Software Version History

Table: Software Version History

Version	API Version	System	Release Date	Features
v8.2.0	v2.4.1	CentOS 6.5 Postgres 9.3 Java 7u51	July 2014	<ul style="list-style-type: none"> Deploying RealPresence Resource Manager, Virtual Edition with RealPresence Platform Director Geographic Redundancy and Other Redundancy Enhancements Endpoint Management Enhancements Simplified Integration with the Polycom RealPresence DMA System User Management Enhancements Usability changes. API documentation available on the RealPresence Resource Manager system server. Resolved some known issues.
v8.1.1	v2.2.0	CentOS 6.5 Postgres 9.3 Java 7u51	April 2014	Resolved some known issues.
v8.1.0	v2.2.0		December 2013	<p>Support for system log management with an external syslog server.</p> <p>Ability to configure automatic system backups.</p> <p>Improved SNMP.</p> <p>More detailed status messages for redundancy failover.</p> <p>Support for presence for RealPresence Desktop endpoints.</p> <p>Support for the RealPresence Immersive Studio systems.</p> <p>Increased flexibility to use Active Directory fields when you auto-generate dial strings.</p> <p>Increased support for scheduled provisioning of Cisco endpoints.</p> <p>Shorter conference passcodes are allowed.</p>
v8.0.1	v2.0.1		October 2013	Resolved some known issues.

Table: Software Version History

Version	API Version	System	Release Date	Features
v8.0	v2.0.1		August 2013	<ul style="list-style-type: none"> Rule-based dynamic provisioning. Re-organization of menu system. Direct import and linking to MCU conference profiles. Support for SVC conferences. Integration with a Polycom DMA supercluster. Ability to auto-generate SIP URIs for dynamically-managed endpoints. Increased security options. Support for IPv6 networks. Support for Polycom MGC systems. Performance enhancements. Better license reclamation for Polycom soft endpoints.
v7.1.1			April 2013	<ul style="list-style-type: none"> Associate billing codes with conferences. Support for RealPresence Collaboration Server 800s.
v7.1			December 2012	<ul style="list-style-type: none"> Support for RealPresence Group Series endpoints. Dynamically-provisioned system and E.164 naming schemes for endpoints. Access Control Lists for tighter dynamic-management. Support for RealPresence Access Director systems.
v7.0			August 2012	<ul style="list-style-type: none"> Runs on Linux-based operating system. Integration with Polycom DMA system. Full multi-tenancy support.

About the RealPresence Resource Manager System

The RealPresence Resource Manager system is a key element of the Polycom RealPresence Platform. The RealPresence Resource Manager system takes on most of the functions previously handled by its predecessor the Polycom CMA system.

The RealPresence Resource Manager system offers the following new features. Each of these features is discussed in more detail in the following sections.

- [Support for Polycom RealPresence Resource Manager, Virtual Edition](#)
- [Integration with a Polycom DMA™ 7000 System](#)
- [Multi-tenancy and the Areas Functionality](#)
- [Scheduling Pooled or Anytime Conferences](#)
- [REST-based APIs](#)
- [Session Border Controller Support](#)

- [Billing Interface](#)
- [Unsupported Polycom CMA System Functions](#)
- [Additional System Information](#)
- [Legacy SNMP Trap Support](#)
- [Polycom RealPresence Mobile and RealPresence Desktop Support](#)

Support for Polycom RealPresence Resource Manager, Virtual Edition

This version of the RealPresence Resource Manager system is also available in an edition packaged for VM-based deployment.

Features Not Supported with the Virtual Edition

RealPresence Resource Manager system redundancy settings are not available in the Virtual Edition.

The Polycom RealPresence Resource Manager system, Virtual Edition does not support two-server redundant configuration as with the Appliance Edition. Polycom recommends using vSphere HA to protect against host-level failures. See your VMWare documentation for more information. The RealPresence Resource Manager system, Virtual Edition, automatically reboots the virtual instance if an application-level failure is detected.

You cannot upgrade from v8.1 to v8.2 using an upgrade file. You need to use the RealPresence Platform Directory system to deploy a new install of a RealPresence Resource Manager system, Virtual Edition and restore your system settings and data from a backup. See the RealPresence Resource Manager System, Upgrade Guide for details.

Integration with a Polycom DMA™ 7000 System

The RealPresence Resource Manager system does not include H.323 gatekeeper functionality. Instead, the RealPresence Resource Manager system is your centralized user, conference, room, and device manager, while an integrated Polycom Distributed Media Application™ (DMA 7000) system acts as the H.323 gatekeeper, SIP registrar, SIP proxy, and SIP to H.323 gateway for your network.

In this configuration, the DMA system is also the virtualized conference manager—managing call control, bandwidth, priority-based routing, and your pool of MCU resources. As such, the DMA system supports numerous dial options including flat dial plan, MCU prefix dialing, ISDN gateway dialing, prefix dialing and Polycom One Dial.

The RealPresence Resource Manager system can only integrate with one DMA 7000 system, be it in a cluster or supercluster system configuration.

MCU Systems Registered with the DMA System

With this release, you can schedule conferences on MCUs that are directly registered with the RealPresence Resource Manager system (direct conferences) as well as resources that are registered to the DMA system (pooled conferences).

You cannot have the same MCU managed by both systems. It must either be managed by the DMA system or managed by the RealPresence Resource Manager system. MCUS that are managed by the

RealPresence Resource Manager system should not be added to the DMA system's conferencing resources.

Multi-tenancy and the Areas Functionality

The RealPresence Resource Manager system supports multi-tenancy with its Areas feature. Multi-tenancy allows you to use the RealPresence Resource Manager system to service multiple customers (tenants), internal or external. Each area serves a tenant by partitioning off a collection of resources including users, associated endpoints, MCU resources and other network devices.

As the RealPresence Resource Manager system administrator, you may delegate administration and conferencing duties for areas to users within each areas or to a set of super users who are allowed to view and manage all areas.

- You may choose to have an area scheduler or area operator for each respective tenant or area or
- You can limit area administration tasks to users specifically allowed to manage that area.

For example, in an enterprise deployment, you can divide up users and resources according to department and then delegate video conferencing duties to users within that area. This allows the system administration duties to remain with a specialized video IT department, while video conference scheduling can be delegated to users within specific areas.

Areas also allow you to run area-specific reports on how specific departments within the enterprise are utilizing video conferencing.

Scheduling Pooled or Anytime Conferences

The RealPresence Resource Manager system manages the following conference types:

- Pooled - Conferences hosted on MCUs that are managed by the DMA system as part of the system's MCU pools. These are ad hoc conferences that do not reserve MCU resources, but instead pull from the resource pool.
- Anytime conferences - Conferences are system-managed, ad hoc, dial out conferences. They do not have designated start and end times. Once an Anytime conference is configured by your administrator, conferences can be started at any time by authorized participants.

REST-based APIs

The RealPresence Resource Manager system provides a functional Application Programming Interface (API) for:

- Scheduling
- Directory support
- User management
- Conference control and management
- SNMP
- System logs

This API uses an XML encoding over HTTPS transport. The API adheres to a Representational State Transfer (REST) architecture. Documentation for the RealPresence Resource Manager system API is available on the system server at the following URL:

https://<SERVER_ADDRESS>:8443/api/rest/documentation/

The API is licensed separately.

Session Border Controller Support

The RealPresence Resource Manager system can dynamically manage (provision, upgrade, and manage) select remote endpoints through critical session border controller functions to enable high quality interactive communication — voice, video, and multimedia sessions — across IP network borders.

- The Polycom® RealPresence® Access Director™ enables users within and beyond the firewall to securely access video services – whether you are at home, in the office or on the go. A software based edge server – RealPresence Access Director – securely routes communications, management and content through firewalls without requiring additional client hardware or software.

For more information about this solution, see *Deploying Polycom® Unified Communications in an Polycom RealPresence® Access Director™ System Environment*.

- Acme Packet® Net-Net ESD secures the borders to the service provider IP network, the private VPN that connects major enterprise or contact center sites, and the Internet. This allows for secure communication between remote office and remote users, as well as users and organizations outside of the enterprise.

For more information about this solution, see *Deploying Polycom® Unified Communications in an Acme Packet® Net-Net Enterprise Session Director Environment*.

Billing Interface

The RealPresence Resource Manager system also provides a billing interface that will allow the enterprise or service provider to detail “per call” information downloadable from the system as a CDR Report.

Unsupported Polycom CMA System Functions

While the RealPresence Resource Manager system takes on most of the functions previously handled by its predecessor the CMA system, the following list describes the CMA system functions it does not support:

- Scheduling Plugin Support

RealPresence Resource Manager system does not support the Polycom® Scheduling Plugin for Microsoft® Outlook® or the Polycom® Scheduling Plugin for IBM® Lotus® Notes®. Instead, the system provides a scheduling API which will allow integrators to implement scheduling applications.

- Gatekeeper functionality

The system does not include H.323 gatekeeper functionality. Instead, the system will integrate with other standard H.323 gatekeepers like the Polycom DMA 7000 system for gatekeeper, registration and call control.

- External Database

The system does not use or support an external database. The RealPresence Resource Manager system incorporates an internal database that does not need to be managed. System backups now automatically include all database data.

- Legacy Device Support

This system release does not include support for the following “end-of-life” Polycom endpoints:

- Polycom PVX systems
- Polycom iPower systems

Polycom VSX endpoint systems are supported, but the RealPresence Resource Manager system does not manage scheduled software updates for them.

- Cascaded conferencing support

The RealPresence Resource Manager system supports cascading conferences only on the Polycom MGC system. If the RealPresence Resource Manager system is a migrated CMA system, cascading conferences scheduled on the CMA system for an RMX system are deleted from the system. Cascading conferences scheduled for Polycom MGC system remain on the system.

- Lifesize 220 Express and Team

This Lifesize Express and Lifesize 220 Team endpoints have not been tested with this release. The RealPresence Resource Manager system does not support Lifesize 220 Express and Lifesize 220 Team endpoints.

Additional System Information

The following sections describe additional information about this RealPresence Resource Manager system release.

Support of Multiple Provisioning Servers

Create an SRV record to point to the RealPresence Resource Manager system provisioning service that endpoints can use to auto discover the system for dynamic provisioning.

Two or more provisioning servers may co-reside on a network; however only one may be used for DNS-based discovery of provisioning services.

If more than one provisioning server is used within an environment, there is no knowledge or coordination between the provisioning servers. This includes, but is not limited to:

- No shared directory services
- No shared management or provisioning services
- No shared scheduling
- No shared licenses

Legacy SNMP Trap Support

In this release, the POLYCOM-CMA-MIB is a legacy MIB that includes some unsupported event traps. However, it does support the following SNMP event traps.

- mcuDownAlert,
- dbConnectionDownAlert,
- ldapConnectionDownAlert,
- cmaFailoverAlert,
- licenseCapacityAlert,
- licenseExpirationAlert
- redundantServerDownAlert
- ldapSystemAccountPasswordFailed
- bandwidthUsedSiteAlert
- bandwidthUsedSubnetAlert
- bandwidthUsedSiteLinkAlert
- auditUsageThresholdExceeded
- alertDiskSpaceUsageExceeded
- certificateExpirationWarning
- certificateExpiredWarning
- cpuUsageExceededAlert
- memoryUsageExceededAlert
- idsFloodDetected
- dmaDownAlert

SNMP traps not listed here may be included in the POLYCOM-CMA-MIB but are not supported and have no information.

See the *RealPresence Resource Manager System Operations Guide* for more details about SNMP monitoring.

System Parameters

The RealPresence Resource Manager system operates within the following system parameters:

- Users—250000
- Groups—1000
- Areas—no limit
- Devices—limited to maximum number of device licenses (50000)
- Global Address Book entries—limited to maximum number of device licenses
- Room entries—no limit, but if the system has more than 500 room entries, it could experience user interface performance issues.
- Site entries—supports up to 500 total sites
- Subnets—supports up to 5000 total subnets
- Site links—no limit
- Maximum number of concurrent endpoint software upgrade: 80
- Maximum number of licensed endpoints: 50000.
- Max number concurrent calls that can be monitored—no limit
- Max number directory entries—no limit
- Max number of registered DMA systems (or DMA superclusters)—1
- Maximum number of registered MCUs—no limit
- Maximum text message length that can be sent to a hard endpoint is 100 characters.
- Maximum number of provisioning profiles is 2000.
- Maximum number of provisioning rules is 2000.
- Maximum password age for local user is 180 days when this feature is enabled.
- Maximum displayed users in the Users page is 500.
- Maximum number of tiers in Address book: 5
- Maximum Guest book entry: 500
- Maximum 50 user GUI login sessions per system and 10 sessions per user.

Localization Information

This version of the RealPresence Resource Manager system user interface (UI) is only available in the following languages: English, French, German, International Spanish, Japanese, Korean, Simplified Chinese, Traditional Chinese, Portuguese, and Russian.

Localization of the UI is not complete for all the system. Some messages display in English.

Installation and Upgrade Information

Your RealPresence Resource Manager system must be running v8.1.x in order to apply the upgrade software for v8.2.0.



Upgrading a Virtual Edition

RealPresence Resource Manager system, Virtual Edition uses a different licensing mechanism. You cannot upgrade your RealPresence Resource Manager system, Virtual Edition until you do the following:

- Verify that you have received an updated license. If not, contact your Polycom account representative.
- Install the RealPresence Platform Director system, v1.7.

Only RealPresence Resource Manager systems running version 7.1.x AND that have applied the pre-upgrade patch can be migrated to v8.0. You must apply a pre-upgrade patch before you can migrate.

Polycom supports the following upgrade and migration paths for the RealPresence Resource Manager system.

Version Number	Upgrade/Migration Steps	Use the Following Documentation
RealPresence Resource Manager system v8.x.x	<ol style="list-style-type: none"> 1 Upgrade system to v8.1.x 2 Upgrade system to v8.2.0 	RealPresence Resource Manager System Upgrade Guide v8.2
RealPresence Resource Manager system v7.1.x	<ol style="list-style-type: none"> 1 Apply v7.1.x pre-upgrade patch 2 Migrate system to v8.0 3 Upgrade system to v8.1.0 4 Upgrade system to v8.2.0 	RealPresence Resource Manager System Upgrade Guide v8.0, v8.1, and v8.2
RealPresence Resource Manager system v7.x	<ol style="list-style-type: none"> 1 Upgrade to v7.1.x 2 Apply v7.1.x pre-upgrade patch 3 Migrate system to v8.0 4 Upgrade system to v8.1.0 5 Upgrade system to v8.2.0 	RealPresence Resource Manager System Upgrade Guide v8.0, v8.1, and v8.2

Migrating to RealPresence Resource Manager systems from v7.1.x to v8.0

You can download the RealPresence Resource Manager v7.1.x Pre-Upgrade patch from the RealPresence Resource Manager system support site:

http://support.polycom.com/PolycomService/support/us/support/network/management_scheduling/realpresence_resource_manager.html

After applying the RealPresence Resource Manager system 7.1.x Pre-Upgrade patch, please request the RealPresence Resource Manager system v8.0 DVD by clicking

<http://response.polycom.com/05-DR-C-RPRM-System-v8.0Software-Aug2013> and submitting the order information to Polycom.

Migrating from a CMA System

Existing Polycom CMA system customers can migrate to RealPresence Resource Manager. Please see the support site for Polycom CMA System for detailed migration information.



You should always check the Polycom support site (<http://support.polycom.com>) to verify that you have the latest software release and release information for the product.

Web Interface System Requirements

The following table describes the requirements for the RealPresence Resource Manager system web interface.

Note that you cannot use Mozilla Firefox and Apple Safari to upload files to the RealPresence Resource Manager system. It is not supported. To upload files, use Google Chrome or Internet Explorer.

Product	Versions
Microsoft Internet Explorer®	9.0, 10.0 or 11.0
Mozilla Firefox®	11 or higher
Apple Safari	5.1.6 or 5.1.7
Google Chrome	17 or higher
Adobe Flash Player	9.x or 10.x

Products Tested With This Release

Polycom RealPresence Resource Manager systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible systems. It simply indicates the products that have been tested for compatibility with this release.



Polycom recommends that you upgrade all of your Polycom systems. Any compatibility issues may have already been addressed by software updates. Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to find the current Polycom Supported Products matrix.

Product	Versions Tested
RealPresence Platform Virtual Edition Infrastructure	
Polycom RealPresence Platform Director (required for Virtual Edition)	v1.7
Polycom Video Endpoints	
Polycom HDX systems	v3.1.3, v3.1.4
Polycom RealPresence Group Series (300, 500, 550, and 700)	v4.1.3, v4.1.3.2
CMA Desktop (Windows and Mac)	v5.2.5
RealPresence Mobile	v3.1, v3.2
RealPresence Desktop (Windows and Mac)	v3.1, v3.2
Polycom VVX 1500	v4.0.6, v5.0.2
Polycom VSX 7000	v9.0.6
RealPresence Immersive Studio systems	v4.1.3, v4.1.3.2
Network Devices	
RealPresence Collaboration Server 800s	v8.3, v8.4
Polycom RMX system (1500/2000/4000)	v8.3, v8.4
Polycom MGC system	v9.0.4
Polycom DMA 7000	v6.0.4, v6.1
RealPresence Access Director	v3.1, v4.0
Polycom VBP-ST	v11.2.16, v11.2.17
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	6.3

Product	Versions Tested
LifeSize 200 Series	4.7.22
Tandberg MXP Series (1700MXP)	F9.3.1 PAL
Cisco C20	6.2, 7.1
Tandberg T150	L6.1
Cisco EX90	6.2, 7.1
Cisco SX20	6.2, 7.1

Resolved Issues

The following table lists the resolved issues in this RealPresence Resource Manager system release.

Issue Number	Description
XMA-6539	The PDF of the RealPresence Platform API guide that is accessible from the RealPresence Resource Manager system is out of date. For the most current guide, please see support.polycom.com .
XMA-6462	Guest book does not allow hyphens in H.323 ID or Annex-O numbers.
XMA-6434	When adding a pooled conference, the conference template is erroneously set to be the factory template.
XMA-6422	Toll-free numbers not displaying correctly.
XMA-6408	When the RealPresence Resource Manager system's Global Address Book displayed in the Polycom RMX system, no endpoints of V or VSX type are shown.
XMA-6295	RealPresence Resource Manager system using Traditional Chinese failed to schedule a future conference.
XMA-6258	Inaccurate alerts displayed for dial-in users scheduled in direct conferences.
XMA-6161	Extending a conference fails if any of the participants are already scheduled in a call.

Issue Number	Description
XMA-6151	You can now change the root password of the RealPresence Resource Manager system with the help of Polycom support. If you do this, you must enter the password when you configure redundancy.
XMA-6146	Endpoints cannot always register with directory services.
XMA-6134	RealPresence Desktop 3.1 incorrectly gets too much directory information when searching the directory.
XMA-6035	Fixed security issue.
XMA-5988	If multiple CMA Desktop users use the same computer to log in to the same endpoint, the Resource Manager won't the CMA Destop participant to a conference correctly. It displays the wrong user name.
XMA-5956	If you have enabled Mutual TLS between the RealPresence Resource Manager system and a Polycom RMX system, you cannot add the RMX to the RealPresence Resource Manager.
XMA-5931	Endpoints sychronized from the DMA system have no endpoint name in the Global Address Book.
XMA-5926	You can now use a new user role permission when creating custom roles. The Conference Operator (restricted) permission allows the user to only monitor conferences that the user created. This new permission is not associated with any default role and must be explicitly added to a role in order to be used.
XMA-5837	Conferences that are longer than 48 hours will disappear from the Conference Monitoring screen.

Issue Number	Description
XMA-5802	In a redundant configuration, the primary server will not restart after manually switching server roles.
XMA-5780	When you search the Enterprise Directory, timeouts occur when you don't use the Full Name.
XMA-5756	Email notifications from a French RealPresence Resource Manager system display the date in English.
XMA-5740	If you schedule a participant as In Person and then want to change the conference to allow them to be dialed to, you cannot add a number for the participant unless the dial type is H.320.
XMA-5739	If a scheduled pooled conference uses a customized DMA template that includes the "Conference Requires Chairperson" option, this option is not used.
XMA-5725	Guest participants who dial into a conference with an E.164 number do not display as guests in the Conference Monitor screen.
XMA-5722	When you schedule two ISDN participants where one is a guest and the other is a Polycom HDX, the guest does not display as a guest participant and the ISDN number for the HDX displays incorrectly.
XMA-5721	In a point to point call between an RealPresence Desktop user and an guest that uses and E.164 number, the guest's number is not displayed in the Conference Monitor screen.
XMA-5720	Endpoints with double-byte character system names are not displayed correctly in the Global Address Book.

Issue Number	Description
XMA-5718	Ad hoc conferences on the RMX system that are also marked as "permanent conferences" are not displayed correctly in the Conference Monitor screen.
XMA-5706	The time zone for Moscow is incorrect. It lists at GMT +3 and should be GMT +4.
XMA-5680	If the DMA fails over during an ongoing pooled conference, disconnected participants cannot be removed from the conference.
XMA-5614	When monitoring an ad hoc conference hosted on an RMX that is flagged as a "permanent conference" in the RMX, you cannot extend the duration of the conference from the RealPresence Resource Manager system.
XMA-5607	It is possible to delete the Default Territory that is used by the DMA for conferencing.
XMA-5566	If a user logs into the RealPresence Desktop from outside the firewall and then logs into the RealPresence Desktop from inside the network, the external client is logged out but continues to consume a license and displays in the Endpoint Monitoring screen.
XMA-5536	RealPresence Desktop and CMA Desktop users are unable to login after being inactive, even after re-enabling the account.
XMA-5443	When monitoring an ad-hoc permanent conference that is hosted on an RMX, the RealPresence Resource Manager does not display the duration correctly. The duration is displayed as only one hour.

Issue Number	Description
XMA-5391	When a RealPresence Resource Manager system is configured for redundancy and fails over, the host name of the RealPresence Resource Manager system and its virtual IP address display incorrectly in the DMA system it is integrated with.
XMA-5350	If you upload an invalid certificate, you cannot access the RealPresence Resource Manager system.
XMA-4982	Cannot import double-byte characters in CSV files.
XMA-4745	When a RealPresence Resource Manager system is configured for redundancy and integrated with a Polycom DMA system, the wrong IP for RealPresence Resource Manager displays in DMA.
XMA-3913	RealPresence Resource Manager System Operations Guide incorrectly lists that QDX endpoints display in endpoint usage reports.
XMA-3715	Scheduler permissions not consistent.
XMA-3645	User with the Conference Operator role can incorrectly partially manage participants.
XMA-3053	The Get Users API command is not working.
XMA-2672	Default SIP protocol for SVC calls was auto. Changed to TCP to ensure better quality.
SSGE-4474	Must add users manually to multiple address books. Search results do not include added users.
SSGE-4757	Endpoint monitor view does not display correct number of endpoints.

Issue Number	Description
SSGE-3964	Incorrect IP address space prevents RealPresence Resource Manager system from communicating with RealPresence Access Director system.
SSGE-4918	If you uncheck the "Allow confirmation emails for scheduled conferences" check box, notifications are still sent.
SSGE-4526	Ended conferences still display in Conference monitoring screen.
SSGE-4543	If a phone conference guest is configured to dial out with an extension, the dial-out call fails.
SSGE-4799	Redundant configurations fail in unicast environments.
SSGE-4959	RealPresence Resource Manager system displays inaccurate conference and participant information when the integrated RealPresence DMA system is set to "Routed Call Mode."

Known Issues

The following table lists the known issues in this release.

Issue Number	Description
XMA-6469	If a conference has 255 or more participants, you cannot manage the conference successfully.
XMA-6256	You cannot add an international prefix to an ISDN guest participant who is not in the Guest Book.
XMA-6201	Rarely, the presence and chat service may stop and endpoints cannot view presence or use chat functions. The workaround is to reboot the RealPresence Resource Manager system.
XMA-6453	You cannot set SNMP trap receivers if you are using an IPv6 network.

Issue Number	Description
XMA-6511	<p>Rarely and when the system is under heavy load, the password of Machine account used for Active Directory integration could be inconsistent between Active Directory server and the RealPresence Resource Manager system. This causes the Active Directory integration and the endpoint provisioning service to fail.</p> <p>The workaround is to reset password in Active Directory and re-integrate with the RealPresence Resource Manager system.</p>
XMA-6252	Dial-out guest participant is switched to dial-in mode if conference is modified.
XMA-6247	Conference guest that use an Annex-0 alias do not display correctly in the Ongoing Conferences page.
XMA-6228	Conferences guests that are audio-only are incorrectly displayed as video-only in the Conference Monitoring screen.
XMA-6476	<p>In a redundant configuration, the RealPresence DMA cannot sync the site-topology information from RealPresence Resource Manager system after a RealPresence Resource Manager system failover. Existing conferences are not affected.</p> <p>Cannot resume the DMA super cluster primary node from RPRM side (occasional case)</p> <p>Workaround: Re-integrate the DMA call server with the RealPresence Resource Manager system.</p> <ol style="list-style-type: none">1 Navigate to Network Devices > DMA.2 Click Edit and uncheck the Call Server and click OK.3 Click Edit and re-check the Call Server and click OK.
XMA-5875	When adding a guest to the Guest Book, when you enable H.323 or Annex-O, if you add an extension it is not saved.
XMA-5909	If you add a guest to a conference with the same SIP URI that is used by an existing dynamically-managed endpoint, the RealPresence Resource Manager adds an additional point-to-point conference.
XMA-5983	If you use the same security user for agent settings and notifications, SNMP v3 operations will fail.

Issue Number	Description
XMA-6477	Cisco endpoints that are registered with RealPresence Resource Manager system directory services have an incorrect Directory Registration Status as "not registered."
XMA-6486	When you archive CDR records, the archive message is incorrect. Regardless of the CDR setting, the message says it will send one week of records.
XMA-6391	If using multiple address books, the address book must be associated with a user instead of a group. When it is associated with a group, no calling information is displayed in the address book.
XMA-6426	If a SIP user has more than one endpoint associated with the same SIP URI, the user's endpoint does not display the right endpoint type in the Ongoing Conference monitoring screen.

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